
Ask Us: A Single Service Point Success Story

**Rob Rucker, David Woodbury
North Carolina State University Libraries
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NCSU Libraries



D.H. Hill Library



Hunt Library

Hunt Library Ask Us



We come to you

Room 2305

Study Room Guide:
go.ncsu.edu/huntroom

Need Help? Ask Us:

- Come to the **Ask Us** center at the entrance
- Call **919-515-7110** or text **919-627-8031**
- Chat with us at go.ncsu.edu/askus

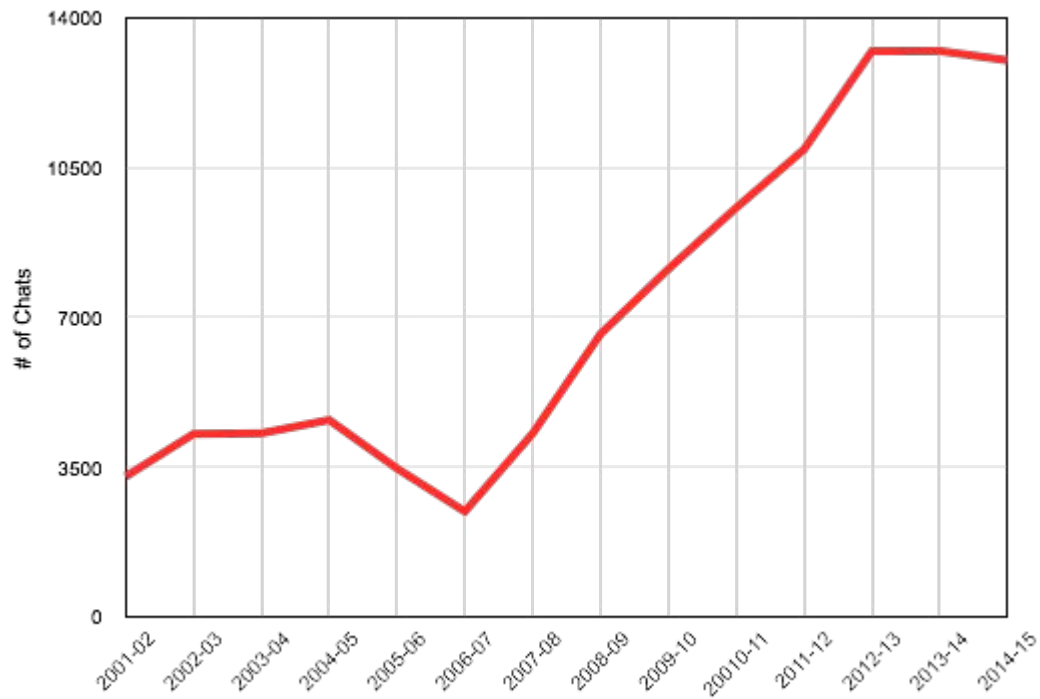


The Ask Us Brand





Total Chats 2001-2015



Hill Library Ask Us Team

Nancy Kress - former Head, Access & Delivery Services

Brian Pugsley - Staff supervisor, Access & Delivery Services

Rob Rucker - Head, Research and Information Services

Sydney Thompson - Associate Head, Access & Delivery Services

David Tully - Staff, Research and Information Services

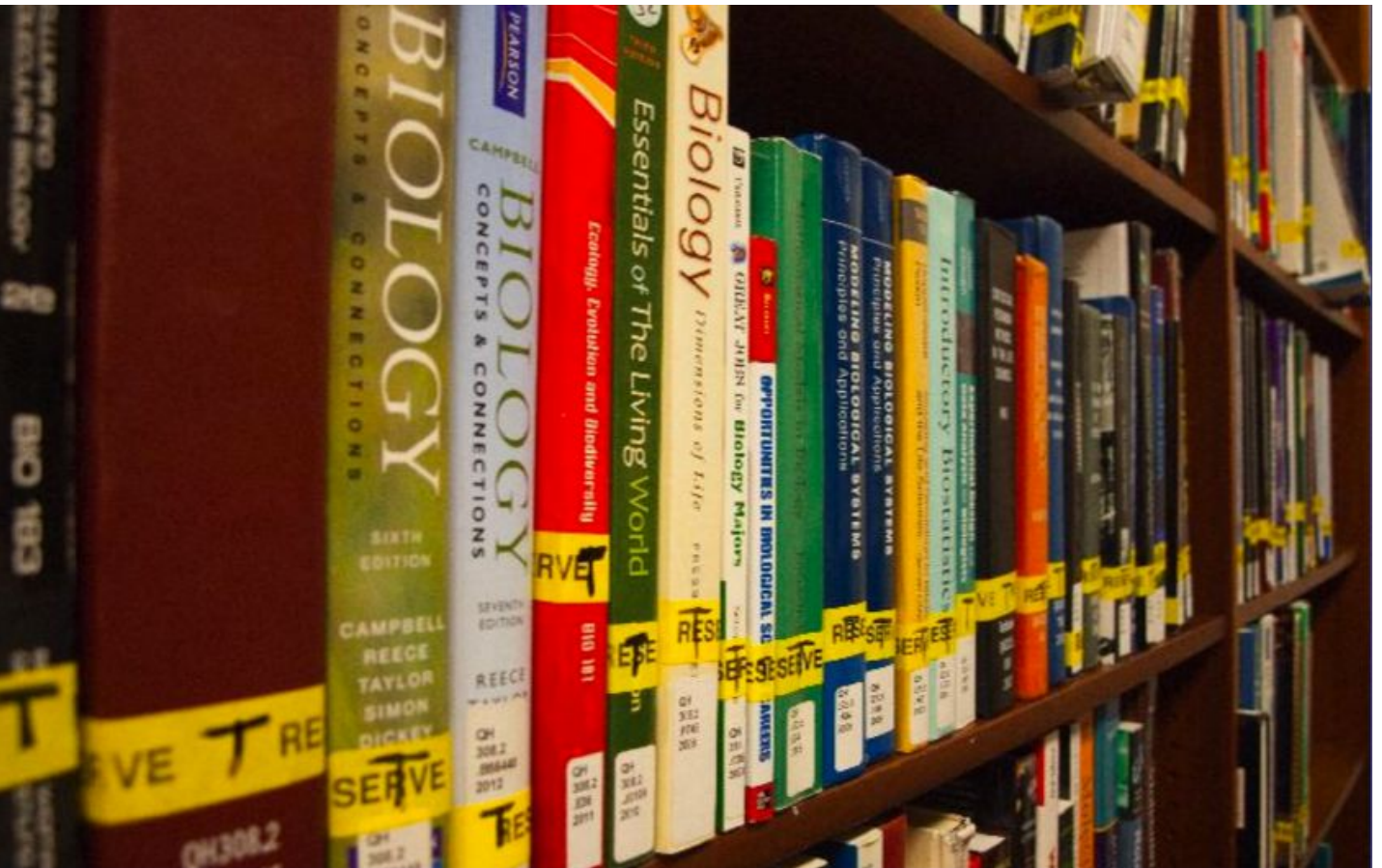
Travis Tyo - Director of Operational Project Management, Building Services

David Woodbury - Associate Head, User Experience

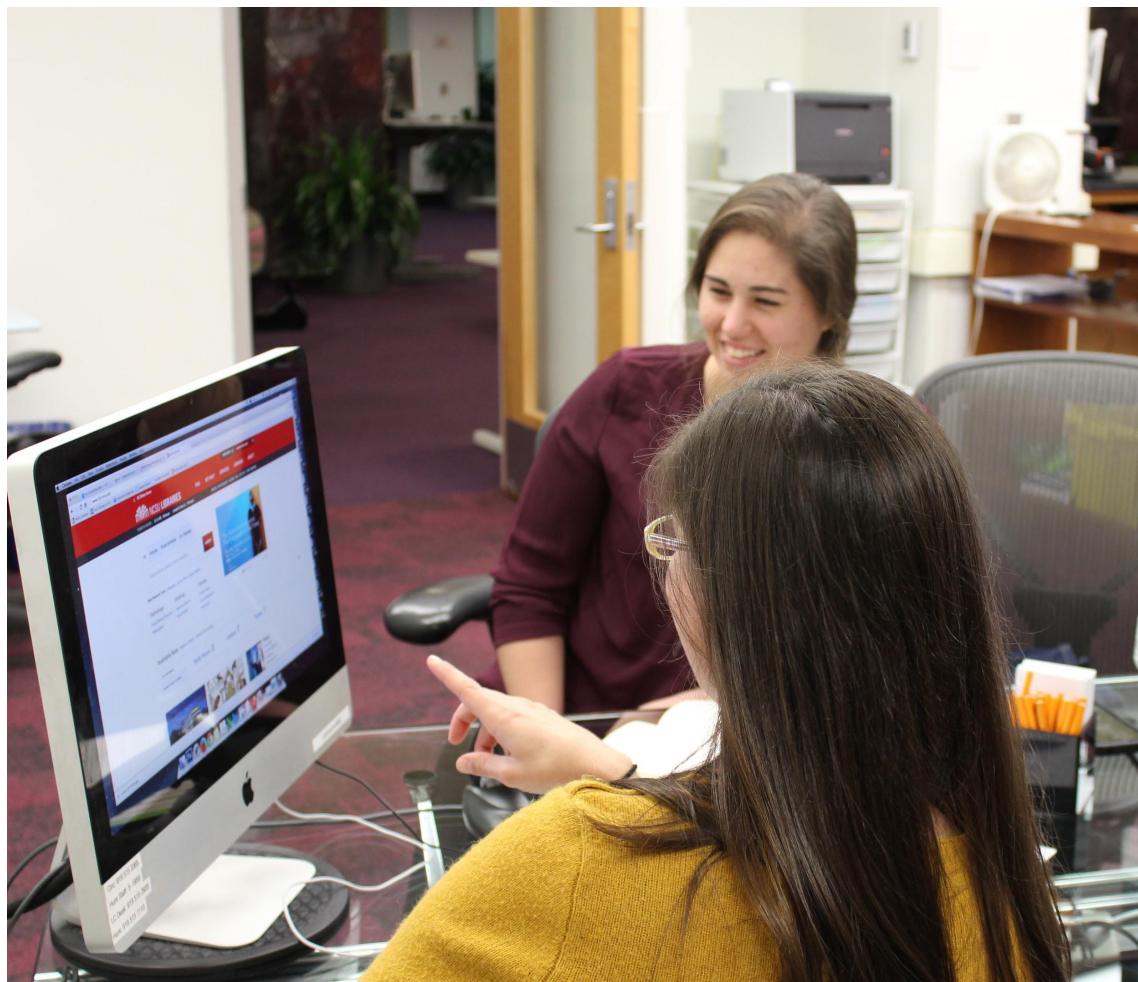
Which services?

- circulation transactions
 - technical support
 - reference questions
-









D.H. Hill Library: Before The Merge





Entrance Desk



Top of the stairs: Circulation Lobby



Circulation Desk



Learning Commons Desk (Reference)

Problems

Multiple service locations

- Unclear paths and locations
- Some service overlap, definite inconsistency
- Two desks can't see each other, staff don't know each other
- Different skills in different locations

Lines

- Line management issues
 - No good way to react to surges
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Problems

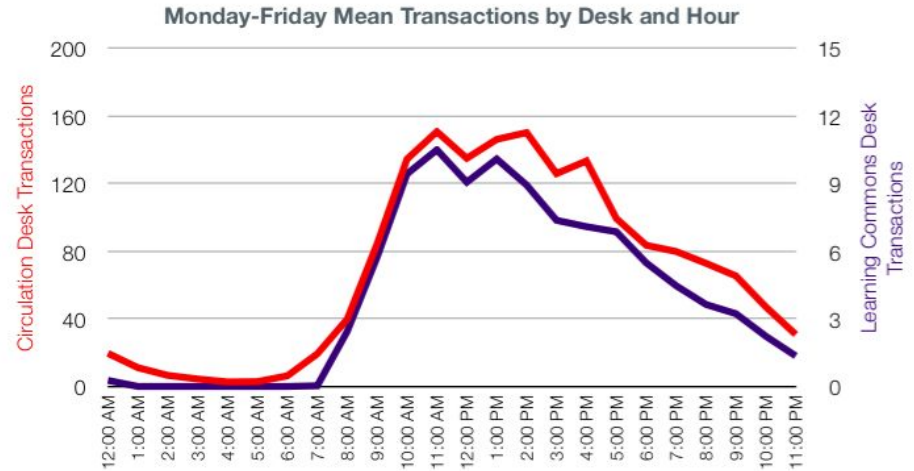
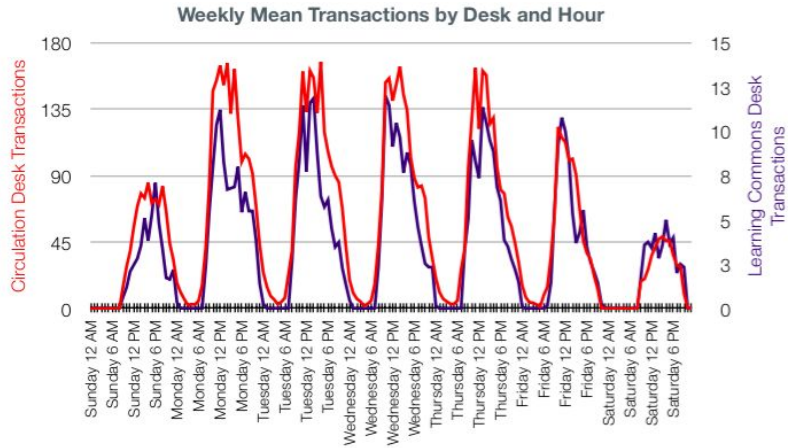
Service desks

- Circulation space doesn't permit side-by-side interactions or encourage staff to step out from it.
- Learning Commons is not within sight of the entrance.

Mediated collections

- Textbooks are time-intensive
 - Transfers and other material are unnecessarily mediated
-

Transactional Patterns



D.H. Hill Library: After The Merge





Solutions

Service desks

- Created small touch down area for Service Manager
- Added entry to Circulation desk to allow greater passage and visibility
- Added consultation area within Ask Us

Mediated collections

- Created textbook lookup tool
- Added open hold shelf



Benefits

- Improved user experience
- Labor efficiency
- Training / communication consistencies
- Administrative overhead efficiencies
- Subject experts can do more workshops, consultations



Staffing



Which staff?

- Circulation staff (Access and Delivery Services)
 - 6 support staff (3 shifts, 7 days)
 - Subset of Research and Information Services
 - 3 support staff, 3 librarians
 - Subset of User Experience
 - 2 support staff, 1 librarian
-

Staff strengths

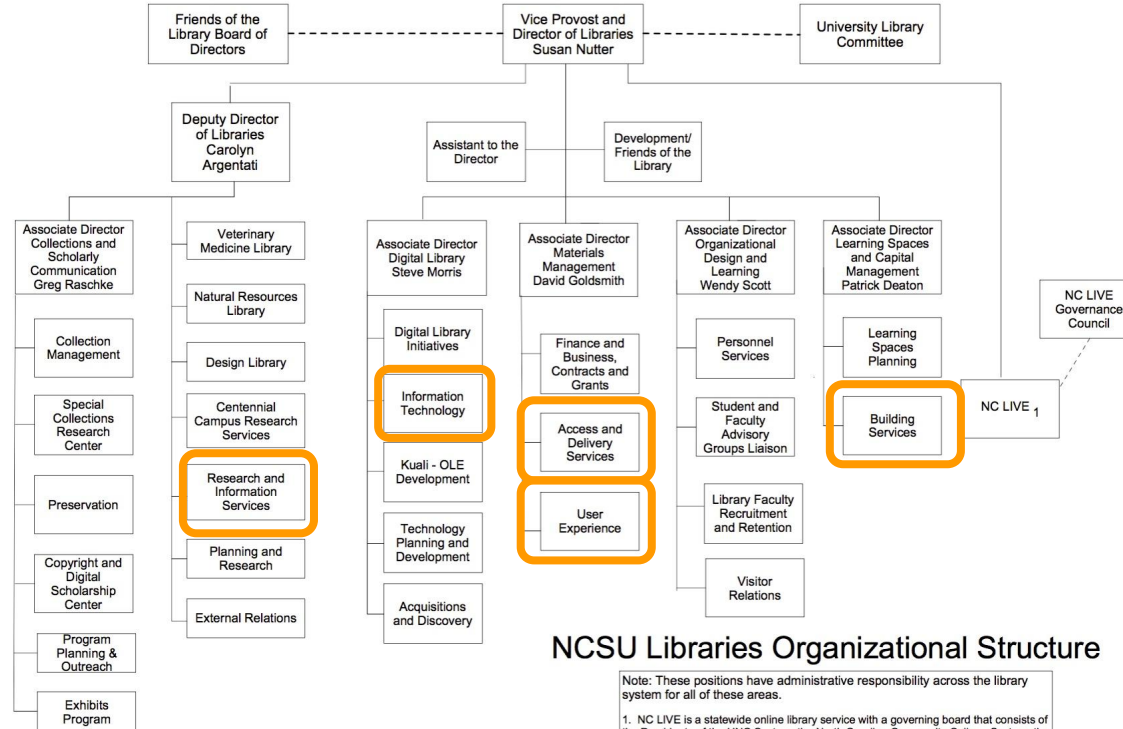
Full Time staff

- non-routine problem solving
- knowledge base
- communication with organization
- reliability of schedule
- security - accountability - access
- authority
- areas of expertise
- stakeholder

Student staff

- customer service with routine transactions
- student context
- peer-to-peer teaching
- flexible schedule
- flexible skills base
- flexible location
- technical and media skills

Matrix management



NCSU Libraries Organizational Structure

Note: These positions have administrative responsibility across the library system for all of these areas.

1. NC LIVE is a statewide online library service with a governing board that consists of the Presidents of the UNC System, the North Carolina Community College System, the Public Library Directors Association, and the North Carolina Independent Colleges and Universities, and the Secretary of Cultural Resources. The NCSU Libraries acts as fiscal agent and operational home for NC LIVE.

Training

NC STATE

Hill Ask Us Training

Search this site

WelcomeModule 1Module 2Module 3Module 4Contact


Module 4 Material

In Module 4, we will review some of the more advanced competencies at the desk such as:

- Large Format Printing
- DSLRs/Apple Watch
- Makerspace
- IT Tickets
- iMovie (the basics)

[CLICK HERE
to begin
Module 4](#)

[Training Module
QUIZ](#)



Student Evaluation

Areas To Work On / Coaching We Should Give	Misc Observations / Notes	Responded to 9/25 Weekly update	1on1	Feedback from student from 1on1 meeting
			BP	Example said they really like how we handle our holds/tripsavers. They'd like to see how that work is done. In addition, they expressed interest in learning more about how photoshop works so I encouraged them to try out one of the workshops.
	Spoke with Example and told them that we need to see some better attendance and attention to detail. They said they've been struggling to keep up with school work and work. Schedule was adjusted to ease burden a bit.			
I've noticed that Example sometimes needs additional prompting when it comes to walking someone to where they need to go.				

Communication

Phones

Radios

FAQs

Confluence (intranet)

Dashboards

Google Calendar

Suma (stats)

Back-up

Expert referrals

Email

Chat (Ask Us)

Staff FAQs

Website

Staff IM

G drive

Listservs

On-call

Touch screens / E-boards



Amanda Hogan



Angelina Song



Anne Burke



Apita Waters



Ashley McCraney



Audrey Hill



Aydan Alligood



Bailey Viggers



Brian Pugsley



Chanae Wilson



Chelsea Nagy



Chris Harrison

- Ashley McCraney
- Audrey Hill
- Aydan Alligood
- Bailey Viggers
- Brian Pugsley
- Chanae Wilson
- Chelsea Nagy
- Chris Harrison
- Christina Prince
- David Tully
- David Woodbury
- Elizabeth Warren
- Eric Anderson
- Erica Klasmier
- Franco Gigliotti
- Gladys Sarabia
- Grant Rivers
- Haley Doty
- Hannah Pope
- Jack Twiddy
- Jen Murphy
- Josh Hannaford
- Julia Glaubermann
- Julia Velasquez
- Karina Patel
- Katie Hart
- Katie Teator
- Kelly Goode
- Lauren Long
- Lisa Shirafuji



Reflection

Evolving Services



Thank you!

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